



# Yasir Nisar

## Customer Service

Dedicated and results-driven professional with a Bachelor's degree in Economics, a one year diploma in Software Engineering, and a strong background in customer service and sales . Seeking a challenging role in customer service/sales to leverage my exceptional communication skills, problem-solving abilities, and proficiency in computer applications, while delivering outstanding service to customers.

## Contact

### Phone

0554633628  
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### Email

yasiralbalushi1996@yahoo.com

### Address

AlNahda, SHarjah, UAE

## Education

Jan/2018-Feb/2022

### BS Economics

LUAWMS University

Jan/2017-Dec/2017

### Diploma In software Engineering

Aptech Computer Education

## Expertise

- Customer Support
- Computer Proficiency
- MS Office
- Quick Learning
- Strong Communication
- Patience
- Problem Solving
- Multi-Tasking
- Positive Attitude
- Conflict Resolution
- Feedback Handling
- Email handling
- Technical Support
- Complaint Handling

## Language

English

Baluchi

Urdu

Hindi

## Experience

### October, 2022-August, 2023

Pak Oman Health Care

#### Customer Service

- Provided exceptional customer service and Support by promptly responding to inquiries and resolving issues, resulting in a 95% customer/patients satisfaction rating.
- Demonstrated effective communication skills by actively listening to customers keep patients, identifying their needs, and offering appropriate solutions.
- Handle their email, phone calls and social media accounts and check the feedback on continious basis.
- Resolve customer queries and prvide technical support and build positive relation with them.
- My empathetic approach to customer interactions has enabled me to connect with customers on a deeper level and provide compassionate support.

### March, 2022-September , 2022

National Commission For Human Development

#### Customer Service & Junior Finance Officer

- Assist to Finance officer in financial matter and Prepared time sheets assigned over time to Support Staff.
- Making payments to project expenses.Prepared monthly payroll for NCHD staff and submitted to Finance officer.
- Prepared & maintained schedule, advances, prepayment and payables.
- Provide Technical and effecient Support to staff and handle their emails, calls.
- provide live support, managed time and provide virtual customer service.
- Played as a productive team member to ensuring that the customer/staff had greate experience with us.
- Politely and positively manage/handles conflicts and irritating customers.

### July, 2013-October, 2016

Aqua Seafood Company

#### Cashier & Accountant

- Responsible to contacting venders as per company need and necessities.
- Supported in managing and administrating company works.
- Assisted in financial subjects in regards of billing, labour payment and supplier payments and their records managment and etc.
- Accurately count, receive, and disburse cash transactions..
- Calculate labour and staff salaries and administrative expenses. ?
- Maintain a balanced cash drawer at the beginning and end of each shift. ?
- Issue and provide paper receipts to the suppliers and managed banking transactions.
- Maintain organized records of daily transactions and reconcile them with the cash drawer, etc.